



**“ANTECEDENT BEHAVIOR OF
INDIVIDUAL PERFORMANCE AMONG
JABATAN TENAGA KERJA KELANTAN’S
WORKER”**

**NUR ARINA BT MAT AZIZ
2013712507**

**BACHELOR IN BUSINESS ADMINISTRATION
WITH HONOURS (HUMAN RESOURCES MANAGEMENT)
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
ARAU**

JANUARY 2016

DECLARATION OF ORIGINAL WORK



BACHELOR IN BUSINESS ADMINISTRATION
WITH HONOURS (HUMAN RESOURCES MANAGEMENT)
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
“DECLARATION OF ORIGINAL WORK”

I, NUR ARINA BINTI MAT AZIZ,

Hereby, declare that,

- This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for this degree or any other degree.
- This project paper is the result of my independent work and investigation except otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of any information have been specially acknowledged.

Signature: _____

Date: 01/01/2016

TABLE OF CONTENT

TITLE PAGE	PAGE
DECLARATION OF ORIGINAL WORK	i
LETTER OF SUBMISSION	ii
ACKNOWLEDGEMENT	iii
TABLE OF CONTENT	iv-vi
LIST OF FIGURE	vii
LIST OF TABLE	viii
LIST OF ABBREVIATIONS	viii
ABSTRACT	ix
CHAPTER 1: INTRODUCTION	
1.0 Introduction	1-3
1.1 Background of the company	4-5
1.2 Problem Statement	6-9
1.3 Research Question	10
1.4 Research Objective	10
1.5 Scope of Study	11
1.6 Significant of the Study	12
1.7 Limitation of the study	13
1.8 Definition of Key Term	14

TITLE PAGE	PAGE
CHAPTER 2: LITERATURE REVIEW	
2.0 Introduction	15
2.1 Conceptual Discussions	16-21
2.2 Previous Research	22-29
2.3 Research Model	30
2.4 Hypothesis Development	31
CHAPTER 3: METHODOLOGY	
3.0 Introduction	32
3.1 Basic Research Design	33
3.2 Measurement of Variable	34
3.3 Population	35
3.4 Plan Data Analysis	35-36
3.4.1 Frequency Distribution	
3.4.2 Descriptive Statistic	
3.4.3 Cronbach's Coefficient Alpha	
3.4.4 Pearson Correlation	
3.5 Summary	37
CHAPTER 4: DATA ANALYSIS AND INTERPRETATION	
4.0 Introduction	38
4.1 Descriptive Statistics	
4.1.1 Frequency Analysis	39
4.1.2 Cross Tabulation	40
4.1.3 Mean, Minimum, Maximum and Std. Deviation	41
4.1.4 Reliability Analysis	42
4.1.5 Item Analysis	43-44
4.1.6 Correlation Analysis	45

ABSTRACT

This study was conducted to get a clear view about the task performance, adaptive performance, contextual performance and counterproductive work behaviour can affect the behaviour of individual work performance in Jabatan Tenaga Kerja Negeri (JTK) Kelantan. By classifying the factors, the researcher also could classify the main factor that influenced workers performance at the workplace.

This study is in descriptive and correlation research which respondents for this study were the workers at JTK Kelantan. The total respondent were 105 workers and stratified used in this research because it is effective research sampling design. This design provide more information with a given sample size. In this study, the researcher used questionnaires to get all data and the findings were evaluated using the SPSS Data. Lastly, the discussion derived from the findings advised several recommendations and ideas for future research.